

<b>Notice of References Cited</b>		Application/Control No.	Applicant(s)/Patent Under Reexamination HUBOI ET AL.	
		Examiner Thong H Vu	Art Unit 2142	Page 1 of 1

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**NON-PATENT DOCUMENTS**

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	U	Design of an Intelligent Web-Based Help Desk System - Thurman, Tracy, Mitchell ; <a href="http://www.isye.gatech.edu/chmsr/publications/sm97/dat/HelpDesk.sm97.pdf">www.isye.gatech.edu/chmsr/publications/sm97/dat/HelpDesk.sm97.pdf</a>
	V	ITS-96 paper; <a href="http://www.contrib.andrew.cmu.edu/~plib/ITS96.html">www.contrib.andrew.cmu.edu/~plib/ITS96.html</a>
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